



Michael R. Pence  
Governor

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State Health Commissioner

## Indiana WIC Vendor Notice 17-2

Date: October 28, 2016

To: Indiana WIC Vendors

From: Lyndsay McConnaughey, State Vendor Manager

### **Re: Lost eWIC Card Policy**

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In the September 2016 vendor training, Indiana WIC instructed vendors to keep lost eWIC cards in a designated location in your store (often the customer service desk) for customers to retrieve. However, Indiana WIC has reviewed this decision and has decided that a different policy will be more beneficial for client confidentiality, fraud prevention, and vendor operations.

As instructed in the vendor training, please report lost eWIC card numbers to your local WIC agency's staff. After reporting the card number, please cut up and throw away the card. Clients will then be alerted by local agencies to return to the WIC clinic to be issued a new card.

Thank you for your continued support of Indiana WIC. If you have any questions about this new lost eWIC card policy, you can contact Indiana WIC at 800-522-0874 and ask for the Vendor Consultant in your area.



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